



Milestones and Accomplishments from the DMV Modernization Project

A Message from Project Director Rick Clelland



As the project director of the DMV Modernization Project, I receive reports from all of the managers and team leaders working in the different areas of the project, but not all project members have that benefit. So, in order to keep everyone

up to date on what everyone else is doing, the entire project staff recently met to review milestones and accomplishments. Here are some highlights from that meeting.

Organizational Development Team Manager Lisa Kaspar explained how the training team is preparing to train approximately 1,323 people in phases 1 & 2. They've created a training plan and developed a series of computer-based training (CBT) modules. They've also begun the process of securing training logistics. The team's change analysts have been assessing stakeholder readiness with leadership workshops, Change Agent Network meetings, focus group sessions, and job shadowing in county and KDOR offices.

Information Technology Team Manager Scott Abbott

reported that his team is working on interfaces between the new system and outside software. They're also converting data into the new DMV System, and preparing to build the reports that are not included in the off-the-shelf 3M product. Other team members have been traveling across Kansas for county hardware and infrastructure intake and upgrades, and working to create a project listserv.

Business Analyst Team Manager Mike Fitzgerald reported that his team is almost finished with design sessions, which is where decisions about how the new DMV System will actually work are made. Phase 1 & 2 of the financial system and the driver license design sessions are complete and the titles and registration sessions will be done by the end of September. They've also completed current use case flows to assist in user acceptance testing (UAT). The team is also preparing for dealer configuration sessions.

After hearing from all 3 teams I am convinced we are doing everything we can to ensure the DMV Modernization Project is a success. I look forward to sharing our future milestones and accomplishments with you as the project progresses.

Sincerely,

Rick Clelland, Project Director

DMV Modernization Project: Online & Informed

Over the past 6 months the [DMV Modernization Project Website](#) has been viewed by an average of 257 unique users per month. In that time, those users have visited the site 5,586 times to view 45,424 pages of information. The top 5 most popular pages throughout the month of August were (in this order) the [home page](#), the [training page](#), the [news page](#), the [CBT library](#), and the CBT on completing a title & registration transaction.

September CAN Meeting Cancelled

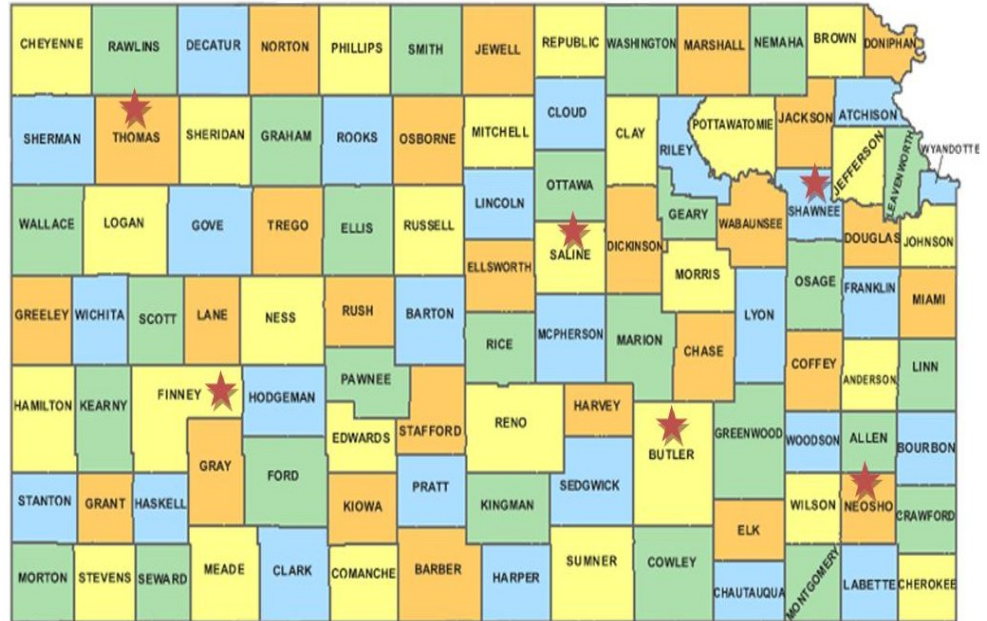
The Change Agent Network Meeting originally scheduled for September 14, 2010 has been cancelled. We will hold the next Change Agent Meeting on Friday, November 19, 2010 from 9-11:30 am at the Topeka and Shawnee County Public Library. Details and registration information will be available on the website [CAN page](#) in early November.

What to Expect on the County Tour

DMV Readiness is the theme of this year's County Treasurers' Fall Vehicle Training with Director of Vehicles Carmen Alldritt and DMV Modernization Project Staff.

The purpose of the Organizational Development Team's round-table discussion at the Fall 2010 County Tour Sessions will be to present information on the latest news from the DMV Modernization Project.

The project roundtable session will include information that will help counties continue to prepare for the upcoming changes and a list of discussion topics, including the training environment and project list manager.



Here's a look at the 2010 County Tour dates.

September 9	Topeka	Docking State Office Building
September 13	Chanute	KDOT District Office
September 21	Colby	Colby Community College
September 22	Garden City	Lee Richardson Zoo
September 23	El Dorado	Civic Center
September 24	Salina	KHP Training Facility

Word of the Month

consistent - *adjective*

1. possessing firmness or coherence
2. marked by harmony, regularity, or steady continuity: free from variation or contradiction

The purpose of the DMV newsletter and project website is to provide consistent information to our stakeholders.

Common DMV Modernization Project Acronyms

- UAT - User Acceptance Testing
CBT - Computer-Based Training
LMS - Learning Management System

For a complete list of project acronyms, visit the [DMV Project website](#) and click on [project documents](#).

It Won't Be Long Now



Kathy Tremont
Geary County Treasurer

I have worked in the Geary County Motor Vehicle Department since 1977, and served as the county treasurer since 1993. We have come a long way since my early days in the office more than 30 years ago. So much has changed since I first started, back when I didn't even know what a lien was. I remember thinking it was weird to ask the customers "Do you lean on your vehicle?" From the days of typewriters and adding machines,

5-part forms, putting strips on the renewal cards, and endless filing and folding of registration documents, one thing is clear: We have come a long way!

Fast forward to 1988, my first and only child was born and so was VIPS (the Vehicle Information Processing System). It was a very trying year as motor vehicle departments across the state had little participation in the process. We just knew it was coming and that we should beware. I was much younger then and looked forward to the challenge of learning a new system. Most of us were apprehensive but we soon learned to love the new VIPS.

Fast forward again: my daughter is 22. We have a very old VIPS that is being replaced, and I find myself on the DMV Modernization Project county design team. There are 8 of us representing the small, medium, and large counties across Kansas, all working together with the other teams to try to make this the best system possible. We have reviewed what seems like 1000-plus requirements to make sure the new system will be in compliance with Kansas rules and regulations. There is something to be said for having so many strong-willed people in a room trying to reach a compromise. The

conversations have been very grueling and tense at times but through it all I have appreciated the opportunity to work with my peers and be a part of this process. Now, as we complete the system design sessions, the information we have gathered and the decisions we have made will be turned over to the developers.

I believe that once the new DMV System is complete, we will have a product that all of the citizens of Kansas can be proud of. It will be tough at first and completely unfamiliar but I am certain that it won't be long before we wonder what we did before this new technology. I encourage everyone to stay positive and realize that things could get worse before they get better but the end result will be beneficial to everyone in the vehicle registration world.

Tremont is joined on the county design team by Anderson County Treasurer Dena McDaniel, Haskell County Treasurer Nancy Weeks, Johnson County Training and Procedures Supervisor Myra Burrell, Miami County Treasurer Gayla Shields, Riley County Driver License Clerk Analyst Tande Lentz, Rush County Treasurer Christie Bittel, and Sedgwick County Assistant Tag Office Manager Martha Herridge.

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Introducing the DMV Modernization Project List Manager

The DMV Modernization Project is preparing to launch an automated email list manager. Although people often refer to any email manager service as a LISTSERV, that term actually refers to a specific brand of email list software. The particular type of email manager service that the DMV Project will be using is List Manager by Lyris.

List Manager will host the full list of email addresses that project staff can use to send messages to those involved at every level of the DMV Project. The benefit to using an automated list manager over a simple email group (which is what we've been doing up until this point) is that people have the ability to subscribe (and unsubscribe) themselves to the email lists they belong to.

If you are on the current DMV Modernization Project email list you will receive an email with instructions on how to join List Manager. You may also check the [DMV Modernization Project website](http://www.dmvproject.ks.gov) for updates and instructions. The DMV Modernization Project List Manager is expected to be fully operational by the end of September.

Project Receives IV&V Results

Results from the 3rd Independent Verification & Validation (IV&V) Report confirm that the DMV Modernization Project remains on-scope, on-schedule and operating within approved budgets. During the assessment Chicago Systems Group auditors reviewed a number of project documents and found them to be complete, accurate and a proper representation of current project status.

Project is on-scope, on-schedule and operating within approved budgets.

July 2010 Assessment: The project continues to be managed to industry accepted project management methodologies and tracked at the appropriate level.

IV&V Impact Classification: Commendation

Risks identified with this Assessment: There are no risks identified with this item.

IV&V Recommendations: Continue strong project management activities.

This report is the third IV&V Assessment out of eight (8) total that are required by contract and was conducted July 19th through July 21nd, 2010.

Use Cases Explained



Use cases play an important role in helping the DMV Modernization Project Job Design Team members identify the tasks that individual Titles & Registration (T&R) associates will be responsible for once the new DMV System is in place.

To explain how this works, you must first understand what a use case is. A use case is the step-by-step work flow of any job-related task, broken down into very specific and detailed steps. For example, if one were to create a use case for something simple like making a peanut butter and jelly sandwich, it would read something like this:

Step 1: Gather your supplies. (peanut butter, jelly, two slices of bread, a knife, and a spoon)

Step 2: Using the knife, spread a layer of peanut butter on one side of one slice of bread.

Step 3: Using the spoon, scoop and spread about 2 Tbs of jelly onto the second piece of bread.

Step 4: Place both pieces of bread together with the peanut butter and jelly sides facing in.

Step 5: Lay flat and use the knife to cut diagonally or lengthwise, as preferred.

You should also keep in mind that for each use case there is a “normal flow” and an “alternate flow.” The alternate flow is used on a case-by-case basis when there is a disruption in the normal flow. If we are sticking with the above example, the alternate flow might include instructions on what to do if you suddenly realize during step two

that you are making lunch for a person with peanut allergies and must re-assess your ingredient list. (Almond butter, anyone?)

The job design team is still in the process of completing current use cases (step-by-step work flows of the T&R associates’ current tasks). This is important because these use cases will eventually be compared to the tasks that will need to be completed under the new system. This will make it easier to determine future use case flows and to ensure that there are not any important tasks that are being overlooked when jobs are being designed for the new DMV System.

Another reason for comparing current and future use cases is to identify where problems arise in the current system (and current processes) and take steps to ensure that they won’t occur in the future. When the future use cases are complete, the tasks will be grouped together to create jobs based on the efficiencies of the new DMV System.